Account Management Manual

Government Travel Services 7

1. INTRODUCTION

Government Travel Services (GTS) is the automated program for Centrally Billed Accounts (CBA) management. This automated program is used in the Defense Travel Regions (DTRs). This automated program is designed to charge passenger transportation costs (air & rail), reconcile transactions, verify and certify in accordance with regulations & laws, and finally pay for the services rendered. This process involves the traveler, the Commercial Travel Office (CTO), the Charge Card Vendor (CCV), the Account Manager (AM), and the Designated Paying Office (DPO).

Under current DTR Contracts, the CBA's are managed by the transportation office. Account management involves tracking the status of accounts, to include posting of government remittance to the CCV. If for any reason the AM cannot complete his or her duties in accordance with the prompt payment act requirements, an alternate AM should perform actions.

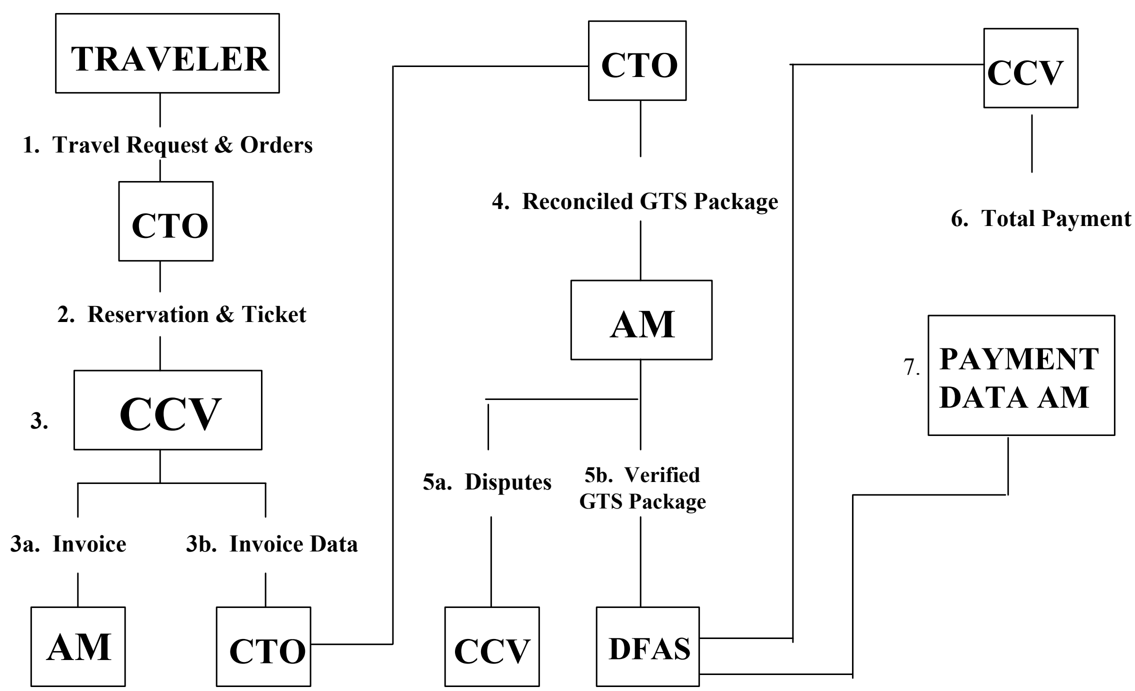
This document is written as an instructional manual, and is intended to assist Centrally Billed Account Managers in understanding and performing account management bill reconciliation and bill vertification. The Travel Services Team of the Military Traffic Management Command (MTMC) developed this manual. The GTS process and procedures are provided as part of the Commercial Travel Office program managed by MTMC.

1.1 Acronyms

AM	Account Manager
CCV	Charge Card Vendor
CDR	Contract Discrepancy Report
CTO	Commercial Travel Office
DISC	Discrepancy
DOV	Dispersing Office Voucher
DPO	Designated Paying Office
DTR	Defense Travel Region
EAGLS	Electronic Account Government Ledger System
EFT	Electronic Fund Transfer
GTS	Government Travel Services
I/I	Itinerary / Invoices
MEPS	Military Entrance Processing Station
MTMC	Military Traffic Management Command
PAC	Previously Applied Credit
PPA	Prompt Payment Act

2. THE PROCESS

The numbered flowchart corresponds with the numbered steps on page 3.



2.1 Description

Each step of this process is explained in detail below. The numbered process steps shown on the previous page correspond with the numbered process descriptions listed below.

1. Traveler takes trip data to the Commercial Travel Office (CTO).

Trip data consists of the travel requirements and travel order. All trip data is stored at the CTO. Authorization to travel is a written or verbal Travel Order, which is given to the CTO.

2. Upon receipt of orders, the CTO issues the tickets and other related documents. CTO transmits ticketing and cost data to CCV.

3. CCV bills government.

3a. Hard copy monthly account statement to AM.

3b. Electronic billing data transmission to CTO.

4. The CTO sends the reconciled transactions and discrepancies (unmatched transactions) to the AM on a disk, which is accompanied by supporting documents (Travel Order, Itinerary / Invoice, Credit Memo and discrepancy report when necessary).

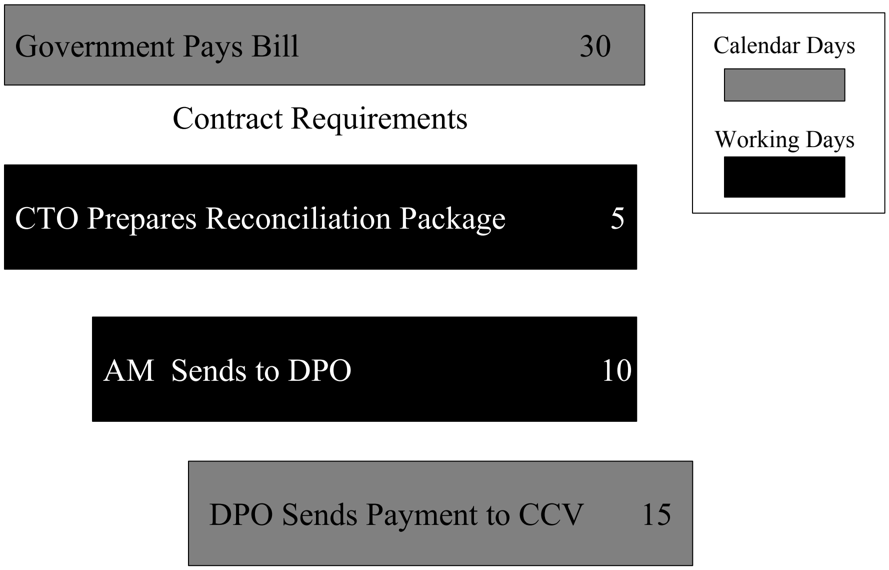
5a. The AM sends disputes (unidentified or invalid transactions) to the CCV.

5b. AM forwards disk, and travel order, I/I and SF 1034 to the DPO.

6. DPO transmits the government's payment to the CCV. The government payment will appear on the monthly account statement as "government remittance."

7. DPO sends a copy of the payment data to the AM (a copy of the voucher issued by the government to pay the amount owed to the CCV). If you do not receive a copy, notify the servicing DPO.

2.2 Prompt Payment



The CTO will receive an electronic transmission from the CCV, the date of receipt will be annotated by the CTO. The AM receives and date stamps the CCV monthly account statement (also referred to as a bill or invoice*)*. The Prompt Payment Act (PPA) clock begins with the latter of the two days. The CTO will annotate the date within the reconciliation package provided to the AM. The AM must annotate both dates on the invoice, identifying electronic transmission and hard copy invoice received. If not date stamped, the PPA will begin with invoice date. The Government has a total of 30 **calendar** days to pay the CCV monthly account statement. In accordance with the CTO contract, the CTO has five **working** days from receipt of hard copy bill to reconcile the CCV monthly account statement. The AM then has ten **working** days from receipt of reconciliation package to verify charges and forward to the DPO for payment. The DPO forwards payment to the CCV NLT the 30th calendar day from the PPA cycle.

3. STEP BY STEP PROCEDURES

The following steps will explain the GTS automated program as it applies to the AM.

3.1 Refund Pending File

Establish and maintain a refund pending file for ticket refund receipts/log for each account. The CTO will provide ticket refund receipts/log to the AM. The ticket refund receipts/log purpose is to notify the Government that it has a pending credit. These receipts are to be discarded when the credit for which the receipt was issued appears as a regular or previously applied credit. If your ticket refund receipts/log are not appearing as credits, contact your CTO. Keep a separate folder for each CCV account. Purge those files every sixty days to ensure refunds are kept current.

3.2 The GTS Program

The program is designed to aid in the verification of the CTO's reconciliation package, and expedite the payment of the CCV monthly account statement.

3.2A. Installation

Insert disk in drive (A or B). At C: prompt, type a:install to install from the A drive, type b:install to install from the B drive. The following screen will appear on the monitor:

```
GOVERNMENT TRAVEL SERVICES V 7.0 Release 1

 Install Files onto Drive  :C
                     Path  :\GTS7

 Add Path to PATH Statement
   in AUTOEXEC.BAT File    :No   Yes  No

 Change CONFIG.SYS File    :No   Yes  No
   Set number of FILES to  : 60
   Set number of BUFFERS to: 30

 Install Entire Automated program    :Yes  Yes  No
   Install Selected Files  :Yes  Yes  No
```

Press the enter key to select each entry. When all options are selected, a dialog box will open indicating the directories and files being created. This may take a few moments.

Next, a message will appear at the lower left of the screen:

INSTALLATION COMPLETED!   Note: This is a one-time requirement.

C:\>

3.2B. A Word on Windows

This is a **DOS** program. It will run under Windows 3.x. A note for **Windows NT and Windows 95** users: This is a 16 bit program. To print you will need your technical support/help desk to run the net use command on lpt1 (net use lpt1 \\server\printer). This command may need to be typed in capital letters.

3.3 Receipt of the CCV's Monthly Account Statement

Upon receipt of your CCV monthly account statement **date stamp** immediately. Record the stamped date in your account status log. **Notify the CTO** that you have received the bill. The CTO has 5 working days to provide the AM the reconciliation package.

Note:

1. If the bill is not date stamped, the invoice date will be used as the date of receipt for payment purposes.

2. The AM shall annotate this date on the charge card vendor's monthly account statement.

3.4 Receipt of the Reconciliation Package from CTO

The reconciliation package from the CTO should consist of a delivery slip, discrepancy transaction report, a disk containing charges, discrepancies, credits, and three copies of Itinerary/Invoices & Orders in ticket number sequence. The CTO shall annotate on the disk the date electronic transmission was received. Record the stamped date in your account status log.

Note: The AM shall annotate this date on the charge card vendor's monthly account statement.

3.4A. The Delivery Slip

Immediately sign & date, the delivery receipt and forward to CTO (Facsimile, Hand Carry). This is a tool to assist in tracking the workflow of the package. Ensure date of receipt is entered into your account status log. The delivery slip is not a contract requirement.

3.4B. Itinerary/ Invoices & Travel Orders

You will receive three separate sets of I/I in ticket sequence order. When you are ready to verify the data on the CTO disk, you will match the data on the disk to these Itinerary/Invoices & Travel Orders. One set will be retained for the AM, the other two sets will be sent to your DPO, unless the DPO specifies otherwise. Ensure all copies of the I/I and orders are contained in the DPO package.

3.4C. Running the Software

Ensure you are signed into a printer. Start your computer and go to the C:> prompt. Change directories to GTS7 by typing CD GTS7. The screen should look like this:

C:\GTS7>

Type GTS7 and press [Enter]. The program will now run.
The next screen you will see will be the Security Log-In System.

3.4D. Security Log-In

SECURITY LOG-IN SYSTEM

Log-In Name ______________________

Type **gts** and press [Enter].

The screen will change to the following:

SECURITY LOG-IN SYSTEM

Log-In Name ______________________

Secret Password ______________________

Type **gts** and press [Enter].

3.4E. Office Name

Initial Installation

Registered User: ___________________________

The registered user is the title of your office. The software will only request this information once.

3.4F. Invoice Data

The next screen will prompt you to enter CCV monthly account statement data. The following information is required: credit card number (account number), invoice date (statement date), date received (the date stamp with the latter of the two days), and the invoice number (the CCV invoice number).

Credit Card Number	Invoice Date	Date Received	Invoice Number
4486-1600-000X-XXXX	01/01/2000	12/25/1999	0000XXX00000X

The menu in the lower left corner offers the following options: **accept** the action you have entered (program inputs data entered), **retry** your input (allows you to enter the data again, and correct typos, etc.), or **cancel** the action completely (return to the previous screen). This information can be viewed or corrected at **F7** at any time.

```
••Action••
• Accept •
• Re-Try •
• Cancel •
••••••••••
```

3.4G. Adding Worksheet Data

Use the amounts from the CCV Invoice. Enter the new charges, other debits, and other credits. The software will calculate the amount due.

New charges refer to the purchases and other charges on the CCV invoice.

```
Purchases..:       0.00    plus Other..:     0.00  -
Credits....:       0.00  = Amount Due:       0.00
```

Purchases (new charges) plus other (other debits) minus credits equals the amount due. This information can be viewed or corrected at **F6** at any time.

3.4H. The Main Menu

```
••GTS Main Menu - Transportation••
• 1. Load File - Transportation  •
• 2. Edit Menu - Transportation  •
• 3. Reports Menu                •
• 4. Export Data to Floppy Disk  •
• 5. Import Data from Floppy Disk •
• 6. Reindex all files in Automated program•
••••••••••••••••••••••••••••••••••
```

3.4I. Loading the CTO Data

To load the CTO data, choose the first option on the main menu, Load File - Transportation.

Insert the CTO disk into your A or B drive as appropriate. This will begin the loading process.

```
Drive You Are Loading From:   A

Drive To Install Data Disks:  C
```

Choose yes to begin loading the data from the CTO, or choose no to cancel the loading process.

```
••Begin Installation ?••
• Yes                  •
• No                   •
••••••••••••••••••••••••
```

During the loading process five reports print. They are 1) the GTS missing information report; this explains errors in the CTO data, 2) the debit/credit report listing all transactions in ticket sequence, 3) a discrepancy report, 4) previously applied credits, and 5) a summary worksheet.

3.5 Verification of the Reconciliation Package

Verification consists of four major parts which are: 1) identifying the discrepancy items, and taking appropriate action; 2) checking GTS missing information report for missing data; 3) confirming the critical financial data; and 4) examining the Previously Applied Credits.

The account manager is responsible for verification of the following:

1) Social Security Number 123-43-5678

2) Travel Order Number MT0045 (capture the last 6 characters)

3) Appropriation (APPN) 2192020

(If there is a dot in the APPN, disregard the dot and capture the next four characters following the dot. If there is not a dot, only verify the first 7 characters).

4) Document Reference Number BRO5678MT0045

The document reference number contains the first three letters of the last name, last four of the SSN and travel order number (If the reference number appears on the orders, it must be captured. If reference number does not appear on the travel order, DO NOT CREATE).

5) Fiscal Station 028113 (always 6 characters)

If there is an “S” at the beginning of the fiscal station, replace with 0.

If you see chronic CTO errors, the COR should submit a **Contract Discrepancy Report** to the MTMC Contracting Officer.

3.5A. Credits Explained

Credits are used as the method for the Government to collect amount owed to it by the CCV. These amounts may first appear as ticket refund receipts. When the credit surfaces on the CTO Disk, the ticket refund receipt should be discarded.

3.5A.1. Regular

A regular credit is a credited amount in which all involved parties agreed. (CCV, CTO, and AM). In the GTS software regular credits are identified with **R**.

3.5A.2. Advanced

You have taken the credit in advance of it appearing on a CCV monthly account statement. CTO will include a copy of the credit memo and travel order with the reconciliation. In the GTS software advanced credits are identified with **A**. Recommend credits **not** be deleted.

3.5A.3. Previously Applied

A previously applied credit is a former advance credit that now appears on the CCV monthly account statement. In the GTS software, previously applied credits are identified with **P**.

3.5A.4. Airport

An airport credit occurs when a passenger changes a ticket at an airline ticket counter and the new ticket issued is a lesser amount than the original ticket. The CTO will provide with the reconciliation package, a copy of the original ticket invoice for all CTO identified airport credits. Airport credits not identified with the CTO ticket number must be disputed to the CCV. In the GTS software airport credits are identified with **M**.

NOTE: The CTO will **not** provide a copy of a travel order for airport credits. The AM is responsible for researching the reconciliation where the original ticket was billed and locate the travel order. The AM will need to make 3 copies and include the travel orders in the reconciliation where the airport credits appear.

3.5B. Editing Records

3.5B.1. Step 1

If no discrepancies appear, no further action is required with the discrepancy file. If there are discrepancies, highlight item 1"edit discrepancy records" and press enter (see view of screen in paragraph 3.5C). This will bring you to the "edit discrepancy record file", check discrepancy transaction report to assist in resolving discrepancies. If the transaction is valid, discount amount must be provided by CTO, and discount amount must be entered in the record. Verify and correct accounting data, enter in status block, highlight "added" and press "enter" (see 3.5D for status flags). If an item is to be disputed, highlight the record, highlight CCV, press "enter" and then highlight "accept". If discrepancy action is a late fee, in the status block, highlight "late fee" and press "enter" and "accept".

Note:

1. **Never Dispute a Late Fee**
2. **Ensure credits are entered w/ a minus sign**

3.5B.2. Step 2

Highlight Item 2 "process discrepancy file" and press enter. This action will ensure that changes are processed.

3.5B.3. Step 3

Highlight item 3 "edit current GTS records" and press enter. Verify travel order number and I/I for each transaction. Match I/I to each GTS record. To view the record, verify the highlighted data. If data is correct, use arrow key to move to the next record. Press" enter" to edit the highlighted record, if changes are necessary. The account manager is responsible for verification of the following: **1) Social Security Number, 2) Travel Order Number, 3) Appropriation, 4) Document Reference Number (if the reference number appears on the orders) and 5) Fiscal Station.** If records are changed, highlight "change" and then "accept". In the event, a transaction is charged to this account in error, you may dispute this by highlighting "CCV" and "accept". Once completed hit “esc” and this will send you back to the main menu. In addition, AM must dispute to CCV in hard copy.

3.5B.4. Step 4

Highlight item 4 "process current GTS records" and press enter to make your editing change permanent. This action will ensure that changes are processed.

3.5B.5. Step 5

View Item 5 " previously applied file" and compare to former advanced credit reports to ensure accuracy. When the previously applied credit (identified with a "P") appears on the CTO disk, the ticket refund receipt should be discarded. If you have advanced credits (identified with a "A", 60 days or older) that have not appeared as previously applied, request CTO research why they have not appeared as previously applied credit. Press "Esc" to return to main menu.

3.5B.6. Step 6

Highlight item 3 from the main menu to "print each report". Press "enter"

Select 1 to print "DCB" (printed in ticket sequence order). For Internal Use Only, no longer required by MTMC.

Select 2 to print "advanced credit and dispute report"

Select 3 to print "current bill by name" (alphabetized listing, optional).

Press "escape" to return to main menu.

3.5B.7. Step 7

Highlight item 4 in the main menu.

Select "export data to blank formatted disk."

Export 1 disk for the Account Manager's record.

Export 2nd disk for the DPO.

Note: Be sure the disk you are exporting to is **blank**, and **formatted.**

3.5C. A View of the Screen

The bottom of your screen has a row of instructions which identifies different function keys**: insert** allows you to insert a record; **delete** key deletes the highlighted record**; enter** selects the highlighted record to view it in it's entirety; **page up, page down, home**, and **end key** all move the highlight up and down the list; and **escape** returns you to the previous menu. To edit a record, highlight it, and press **enter**. This is an example of a screen displayed:

```
+---------------------------------------------------------------+
¦           Edit Discrepancy Records Received from CTO          ¦
¦---------------------------------------------------------------¦
¦ Air Code   Ticket No.   Passenger's Name                      ¦
¦   001      1199414070   RALIENT/W                             ¦
¦---------------------------------------------------------------¦
¦ Credit Type    Ticket Amount  -  Discount Amount = Net Amount ¦
¦       D             -220.00             0.00         -220.00 ¦
¦---------------------------------------------------------------¦
¦   Appropriation    43 Column Free Format Accounting Data      ¦
¦    Accounting      Document Reference Number                  ¦
¦       Data                                                    ¦
¦
¦---------------------------------------------------------------¦
¦    FSN        SSN       Order No.   Invoice Date    Status    ¦
¦                                        950306                 ¦
+---------------------------------------------------------------+
```

Edit the necessary data. When finished, be sure to use the appropriate status flag.

HOT KEY INFORMATION

F1 Help

F3 Manual (manual for software)

F4 Calc (calculator)

F5 Ph Bk (phone book)

F6 $ Amt (dollar amount from CCV invoice)

F7 CCV # (CCV account number, billing date, date of receipt of bill and Invoice number)

F8 DOS (returns you to DOS)

F10 Search (enables you to select a record by ticket number, passenger name, APPN acct, FSN or SSN) When you search by passenger name, hit "esc" and it will return the information to ticket sequence.

3.5D. Status Flags

CHANGE - Record has been changed

A change has been made to the record

NO CHG - Record requires no change, however edited

Record viewed but not changed.

ADDED - Record is being added

A new record added to the GTS file.

CCV - Record is to be disputed to charge card vendor

Puts items on the dispute report.

CHECK - Record needs further investigation

A reminder to further investigate.

LATE FEE - Record is a late payment to the CCV

For marking late payment penalties.

3.5E. Discrepancies

Discrepancies are transactions that the CTO is unable to match in their database. Investigate all discrepancies. Action must be taken on discrepancy items. Options include disputing invalid transactions, marking late fees (late fees are access by the DPO and should be marked as such or deleted). Items that are disputed shall be annotate on the CCV Dispute Form and faxed to CCV. AM shall maintain copies of all disputes and follow up with CCV until resolved. To add a record to GTS, utilize the "insert" key. In the status block highlight "add" and press "enter" and "accept".

Note: Transactions that are charged to accounts in error shall be disputed and the correct account number, if known shall be annotated on the dispute form. If account number is unknown please check with CTO.

CCV may provide provisional credits for disputed transactions. This credit will appear in GTS discrepancy and on the CCV monthly account statement as credit purchase balance. Upon resolution the CCV will redebit the transaction or provide a permanent credit.

3.5F. GTS Missing Information Report

Action must be taken to correct all missing information, social security number, travel order number, appropriation, document reference number, and fiscal station. This report is used to ensure all corrections are made.

3.5G. Previously Applied Credits

Since previously applied credits are former advanced credits, you need to check to ensure that last month's advanced credits are appearing as previously applied credits. If not, check with your CTO.

3.5H. Printing

To print the reports simply choose number three from the main menu, Reports Menu.

Select 1 to print "DCB" (printed in ticket sequence order) used by the AM and DPO.

Select 2 to print "advanced credit and dispute report" used by the AM & CCV.

Select 3 to print "current bill by name" (optional) used by the AM only.

3.5I. Sample Form Account Status Log

This form can be used to keep track of account status. Included in the appendix are the following: a blank form suitable for photocopying, instructions for completing an account status log, and a sample of a completed account status log.

3.6 A Note on Record Keeping

The AM must keep the following in the transportation office:

- One copy of the DCB, parts one and two.
- One exported disk per reconciliation.
- A copy of the CCV invoice.
- The CCV monthly account statement.
- Each disk from the CTO.
- A set of I/I & Travel Orders.
- The CCV dispute form.
- One advanced credit report.
- *Alphabetical listing of ticketed passengers.

3.7 Reporting with the Software

The GTS software will allow you to print reports for your record keeping use. The software also can be used for reindexing.

3.7A. Exporting

From the main menu, select Item 4, Export Data to Floppy Disk. You will see:

GTS - EXPORT FILES MODULE

Drive That Have Export Files From:	C
Disk Drive Export Files To:	A/B

The GTS files you worked with are on your hard drive C (or the drive you installed the software to). You can export to either a 3.5 or a 5.25 floppy disk for your DPO. Be sure the disk you are exporting to is blank, and **formatted**.

3.7B. Importing

You may need to import data (option 5) from a disk you have previously exported. This function would be used to make changes to an exported disk.

GTS - IMPORT FILES MODULE

Drive You Are Installing From:	A/B
Drive To Install Data Disks:	C

3.7C. Reindexing

This is a rarely used feature of the software. Reindexing is a maintenance feature to the automated program. Use when the files loaded from the CTO disk become corrupted, revisions are not appearing, etc. To use this feature from the main menu. Choose option six, Reindex all files in System.

3.8 Distribution of Work

This section explains the distribution of the reconciliation package.

3.8A. The Commercial Travel Office

The CTO must provide the AM a reconciliation package within 5 working days of notification from the AM that the CCV monthly account statement has been received.

3.8B. The Charge Card Vendor

The CCV receives one document from the AM, which is the **dispute form**. (See appendix for copy of form)

3.8B.1. The Dispute Form

The CCV will provide a form to be used for disputes. Complete this form using your dispute report. Fax this form to the CCV on the same day.

Note: Disputes will be shown on future discrepancy report. No further action will be required until resolved by CCV. Once resolved, CTO will provide required documentation. The AM will enter information as as "added" record. See page 11 Step 1 to add records.

3.8B.2. The Advanced Credit Report

This report is for the AM file.

3.8C. The Designated Paying Office (DPO)

On or before the fifteenth day after the CCV bill was received by the AM, the following will be forwarded to the DPO:

- Entire first page of the CCV invoice (identifying date stamp for hard copy receipt and electronic transmission)
- Copies of all Itinerary/ Invoices & Travel Orders.
- Detailed Current Bill (DCB).
- CCV Invoice
- Standard Form 1034 (3 copies).
- Exported (verified) GTS data disk (not the CTO data disk).

Note for **MEPS** locations: A disk is not required for Navy, Marine Corps, Air Force, or Coast Guard DPOs.

Allow fifteen calendar days for the DPO to produce the payment voucher for the CCV. If you do not receive a copy, notify your servicing DPO.

In the future, this information will be available on the Internet.

3.8C.1. Standard Form 1034

For each CCV account, prepare a SF 1034 and provide the original and two copies to your Finance office, retain one copy for your records.

Include the following on the form.

The numbers correspond to notes on sample form found on the next page.

1. mailing address of DPO
2. date SF 1034 is sent to DPO
3. CCV mailing address (address on CCV bill)
4. the latter of the two dates, date CCV bill and/or electronic transmission received
5. CCV account number (charging number)
6. invoice number (block government B/L number)
7. date reconciliation package received from CTO
8. statement closing date
9. AM address, point of contact, and phone number
10. total amount owed
11. services rendered statement (signature of AM required)

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000 1034-121	**PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL**	VOUCHER NO.
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION DFAS-IN DEPARTMENT #3275 8899 EAST 56TH STREET INDIANAPOLIS, IN 46249-3180 POC: MR. EDDIE HARRISON (DSN 699-7329)	DATE VOUCHER PREPARED 08/05/01 CONTRACT NUMBER AND DATE REQUISITION NUMBER AND DATE	SCHEDULE NO. PAID BY
PAYEE'S NAME AND ADDRESS	GOVERNMENT CARD SERVICES PO BOX 53141 PHOENIX, AZ 85072-3141	DATE INVOICE RECEIVED 07/01/01 DISCOUNT TERMS PAYEE'S ACCOUNT NUMBER 4486-1600-0000-XXXX
SHIPPED FROM DATE RECONCILIATION REC'D 06/28/01	TO / WEIGHT	GOVERNMENT B/L NUMBER 1234567895555

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (*Enter description, item number of contract or Federal supply schedule, and other information deemed necessary*)	QUANTITY	UNIT PRICE COST	UNIT PRICE PER	AMOUNT (1)
	06/25/01	JDHQ-TT ROOM 1A860 T. WILLIAMS USA SVC CTR/MDW 2 DSN: 227-7880 6604 ARMY PENTAGON WASHINGTON, DC 20310-6604 I hereby verify that the services indicated were rendered as stated and that the amount shown in a proper and correct charge				8,313.17
(Use continuation sheet(s) if necessary)		**(Payee must NOT use the space below)**		TOTAL		8,313.17

PAYMENT:	APPROVED FOR -$	EXCHANGE RATE -$1.00	DIFFERENCES
☐ PROVISIONAL ☐ COMPLETE ☐ PARTIAL ☐ FINAL ☐ PROGRESS ☐ ADVANCE	BY [2] TITLE		Amount verified; correct for *(Signature or initials)*

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

(Date) *(Authorized Certifying Officer)* [2] *(Title)*

ACCOUNTING CLASSIFICATION

PAID BY			
CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY	CHECK NUMBER	ON *(Name of bank)*
CASH $	DATE	PAYEE [3]	

1
2 When stated in foreign currency, insert name of currency.
If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.
3 When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John Smith, Secretary," or "Treasurer," as the case may be.

PER

TITLE

Previous edition usable

PRIVACY ACT STATEMENT
The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

NSN 7540-00-900-2234
USAPPC V1.00

4. APPENDIX

4.1 Account Status Log

	Date / Amount	Type
Invoice number		
Account number		
Account title		
Statement closing date		Date
CCV bill received		Date
CCV bill total amount owed		$
Reconciliation package received from CTO		Date
Electronic transmission received		Date
Total owed to CCV		$
Requirements to DPO		Date
DPO pays CCV		$
Date DPO paid CCV according to DPO		Date
Actual amount paid to CCV		$
Late Fee Amount		$
DPO payment amount posted by CCV		$
Date DPO payment posted by CCV		Date
Disputes/Advanced Credits to CCV		Date

Notes:

Account Status Log: The log allows you to track the progress of each bill. This will give you a clear indication of account timeliness. This will afford you the ability to rectify a problem before it becomes chronic. The log also allows you to track the payment as it is posted to each account. This will give you a clear indication of an account status. The objective is to have all accounts as close to current as possible. This device will help you troubleshoot out of balance accounts. A blank form for photocopy is included in the appendix. The following items explain the use of the form:

1. Invoice number
2. Account number, charging number (4486-...)
3. Account title or name of group using account
4. Statement closing date is found on the CCV bill
5. Date the CCV bill received, the date stamp date (see receipt of the CCV bill)
6. Total amount owed to CCV according to the CCV bill
7. CTO reconciliation package received by AM
8. Date the electronic tranmission received
9. Total owed to CCV
10. Date requirements to DPO
11. DPO payment to CCV
12. Date DPO sent payment to CCV (this date will only be available, if you receive a SF 1034 with the DOV number from the DPO)
13. Actual amount DPO sent to CCV, (this amount will only be available, if you receive a SF 1034 from the DPO)
14. Amount of any late fees paid
15. Amount of DPO payment actually posted by CCV
16. Date DPO payment posted by CCV
17. If you have disputes or advanced credits, record the date sent to the CCV
18. Any other information you may want to keep track of

Date / Amount	Type

Invoice number	1234567891234	
Account number	4486-0000-0000-	
Account title	FORSCOM	
Statement closing date	5 JAN 98	Date
CCV bill received	8 JAN 98	Date
CCV bill total amount owed	$1,500	$
Reconciliation package received from CTO	15 JAN 98	Date
Electronic transmission received	13 JAN 98	Date
Total owed to CCV	$1,460	$
Requirements to DPO	20 JAN 98	Date
DPO pays CCV	$1,310	$
Date DPO paid CCV according to DPO	30 JAN 98	Date
Actual amount paid to CCV	$1,460	$
Late fee amount	$0	$
DPO payment amount posted by CCV	$1,460	$
Date DPO payment posted by CCV	9 FEB 98	Date
Disputes/Advanced Credits to CCV	16 JAN 98	Date

Notes:

Bank of America.

Form Subject to GSA Approval

Return copy to:

Bank of America
Government Card Services
P. O. Box 53142
Phoenix, AZ 85072-3142
Fax: 1.888.678.6046
(Toll-Free in the U.S. and Canada)

Dispute/Billing Inquiry Form for Centrally Billed Accounts

Use this form for disputes and billing inquiries on Centrally Billed Account invoices. Questions? Call GCSU toll-free (1.800.472.1424) from the U.S. and Canada. Select option 1 from the main menu and then select option 5 from the customer assistance menu. If dialing from international locations, call collect (1.757.441.4124).

Section 1: Account Information

Agency/Organization Name: ____________________

Central Account #: ☐☐☐☐ — ☐☐☐☐ — ☐☐☐☐ — ☐☐☐☐

Transaction Account #: ☐☐☐☐ — ☐☐☐☐ — ☐☐☐☐ — ☐☐☐☐

Invoice Number: **Statement Date:**

Section 2: Transaction Information

Reference Number	Dollar Amount	Transaction Date	Posting Date	Ticket Number/Vendor Name	Reason Code
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

Reason Codes:

Disputed Transactions*

(*Note: Transactions must be placed into dispute within 60 calendar days of receipt of the invoice.)

A. The card/account holder does not recognize charge.
B. The charge listed was not made by the card/account holder nor by any other person authorized to use this account. The Government did not receive any goods or services for this transaction.
C. Although the card/account holder did engage in a transaction with the merchant listed, he/she has no knowledge of the particular transaction amount noted. (List details below).
D. The transaction listed is a duplication of an authorized transaction that took place on (insert posting date): ____________ The reference # of the authorized transaction is ____________________ .

Billing Inquires

E. Request passenger name and/or ticket number.
F. Transfer to account listed in remarks.
G. Request copy of sales draft for record purposes only.
H. Other – Please detail below in Section 3.

Section 3: Remarks

Section 4: Certification

I am enclosing a copy of all related documents, including any credit vouchers, sales receipts, work invoices, and contracts that the Government may have received, along with details of attempts to resolve this matter with the merchant. I certify that the respective card/account holders have reviewed this information and that, for each disputed transaction, the reason noted above is true and accurate.

Name: (Please print) ____________________ **Authorized Signature:** ____________________

Contact Information: (Including Area or Country Codes) Commercial Telephone: ____________________ Commercial Fax Number: ____________________

Form C11A0300 1 of 1 Revised: 03/30/00

Bank of America.

Instructions for Billing Inquiry Form for Centrally Billed Accounts

Form Subject to GSA Approval

Purpose:	A/OPCs may use this form for disputes and billing inquiries on charges incurred on a centrally billed account only.
Instructions:	Please print or type all information and return or fax to the address or number listed below: Bank of America Government Card Services P. O. Box 53142 Phoenix, AZ 85072-3142 Fax: **1.888.678.6046** (Note: This fax number is toll-free if dialing from the U.S. or Canada)

Section 1: Account Information

Agency/Organization Name – The name of the agency/organization associated with the Central Account Number.

Central Account Number – Enter the 16-digit central account number. This is also known as the billing account number.

Transaction Account Number – Enter the 16-digit transaction account number. This is the account number to which transactions are charged.

Invoice Number – The invoice number of the billing statement on which the disputed item or transaction in question may be found.

Statement Date – The date that the billing statement was generated.

Section 2: Transaction Information

Reference Number – The reference number for the disputed item or transaction in question. It is preceded by the abbreviation "REF" on the paper invoice.

Dollar Amount – The amount of the disputed item or transaction in question. It is located on the right-hand side of the paper invoice.

Transaction Date – The date that the disputed item or transaction in question was incurred. This date may be found on the paper invoice, in the center of the page directly above the detailed transaction information.

Posting Date – The date the disputed item or transaction in question posted to the account. This date may be found on the left-hand side of the paper invoice, directly above the detailed transaction information

Ticket Number/Vendor Name – The ticket number of the disputed item or transaction in question and/or the name of the vendor from which the item was purchased. The vendor name is located next to the posting date on the paper invoice. The ticket number, if applicable, appears to the right of the vendor name.

Reason Code – Select the option that best describes the reason for the dispute or billing inquiry.

Dispute – Reason codes A through D should be used to place a transaction in dispute. It is the agency/organization's responsibility to notify Bank of America of a disputed transaction within 60 calendar days of receipt of the invoice reflecting the transaction in question. The dispute process is governed by the applicable MasterCard or Visa Association regulations.

A. The card/account holder does not recognize charge: Self-explanatory.

Instructions to Form C11A0300 1 of 2 Revised: 03/30/00

Bank of America.

Form Subject to GSA Approval

Instructions for Billing Inquiry Form for Centrally Billed Accounts

Section 2: Transaction Information (continued)

B. The charge listed was not made by the card/account holder nor by any other person authorized to use this account. The Government did not receive any goods or services for this transaction: Self-explanatory.

C. Although the card/account holder did engage in a transaction with the merchant listed, he/she has no knowledge of the particular transaction amount noted: Self-explanatory.

D. The transaction listed is a duplication of an authorized transaction: Indicate the date the transaction in question posted to the account. Please provide details (reference number, ticket number, vendor name) of the authorized transaction in Section 3.

Billing Inquiry – Reason codes E through H should be used to initiate a billing inquiry.

E. Request passenger name and/or ticket number: The passenger name and/or ticket number are missing from the transaction in question.

F. Transfer to account listed in remarks: The transaction has posted in error to the account. It should be billed to the account specified in Section 3 (Remarks).

G. Request copy of sales draft for record purposes only: The transaction is valid, but a copy of the charge is requested for record keeping purposes.

H. Other- Please detail below in Section 3: If reason codes A through G do not accurately describe the nature of the dispute or billing inquiry, use this reason code and then provide a detailed explanation in Section 3. Be as specific as possible.

Section 3: Remarks

Enter any additional information that will facilitate resolution of this dispute or billing inquiry. Be as descriptive as possible, including dates of any contact made with merchants, as well as summaries of any conversations with merchants. Indicate if you are including any supporting documentation with this billing inquiry.

Section 4: Certification

Name – The name of the individual authorized to initiate this dispute or billing inquiry.

Signature – Authorized signature.

Contact Information (Including Area or Country Codes) – The commercial office telephone and fax numbers of the individual who is authorized to initiate this dispute or billing inquiry. Include the applicable area code for domestic phone and fax numbers or the appropriate country code for international numbers.

Instructions to Form C11A0300 2 of 2 Revised: 03/30/00